



Operations/ Departmental Manager L5

Name, age, what Apprenticeship are you doing, level, and for how long?

Vickie Ibbott, Age 58 Operations, Departmental Manager, Level 5.

Why did you choose that specific Apprenticeship?

I chose this apprenticeship as it fitted around my current role. I was looking for an apprenticeship that would give me a qualification related to the management experience I have built up since joining FHFT in 2017.

Was there any decision between the Apprenticeship route, and any other, E.G., university etc.

Yes, the decision was between choosing the apprenticeship which included 'operations' or a stand-alone management course such as Mary Seacole.

What has been your proudest achievement on your Apprenticeship to date?

Being nominated for the special recognition award, 'Apprentices on the front Line' in the National Apprentice Awards for the work I undertook through the first wave of the pandemic.

<https://apprenticesonthefrontline.co.uk/>

What has work been like since COVID-19 outbreak, and how has your work changed because of it?

Since the outbreak of COVID-19 the biggest change to my work was during the first wave. Due to management sickness I was instrumental in guiding Community Services staff operationally through a change in CCG contract to become a permanent part of FHFT. My course gave me additional skills and knowledge to support the community teams with IT software and infrastructure, along with a change of operating system to enable clinical staff to look after our patients in the community.

How do you see your Apprenticeship helping you to build your career for the future?

Through my apprenticeship I am learning new skills not just to further my career but to give me a qualification that I would not have been interested in undertaking in my early years. As a mature student I feel very lucky to have this opportunity to match my experience with academic achievement.

What would your advice be to anyone thinking about doing an Apprenticeship?

I would recommend an apprenticeship for anyone of any age who wishes to learn. I think it is important to match a course to your present or future aims. Good discussion with L&D and with a course tutor prior to starting is a must to ensure the right outcome.